

THE WATERLINE

No. XXV

NEWS FROM THE CITY OF SAN DIEGO WATER DEPARTMENT

Winter 2003



Happy Holidays
from your friends at the
Water Department



Water Department employees, system and customers helped fight firestorms

A combination of efforts by Water Department employees and the citizens of San Diego meant that during the recent fires, firefighters had the necessary water and water pressure to fight the flames.

As it became apparent the fires were going to burn within the city limits, a call went out to Water Department customers to conserve water so that the firefighters would have adequate water and pressure.

"From all of us at the Water Department we want to thank San Diegans for conserving," said Water Department Director Larry Gardner. "Your efforts meant that we were able to meet every demand put upon our system and the firefighters never had to worry about running out of water."

Also, the investments San Diegans have made in recent years in their water infrastructure paid off during the firestorms. Such capital improvements as the Black Mountain Reservoir, the Deerfield Pump Station and the Waring Road Pump Station proved invaluable during the emergency.

"Of course, all the new infrastructure wouldn't have helped if we didn't have excellent personnel to run the systems," said Gardner. "San Diegans can be proud of the way Water Department employees reacted during the fires. Employees from the department went into the fire zones to make the adjustments necessary to keep the water flowing. Others continued



Despite the efforts of Water Department staff to save it, the Reservoir Keeper's House at El Capitan burned in the fires.

to staff their stations, in many cases at great personal peril, as fire approached facilities at the Miramar Filtration Plant, Otay Filtration Plant, San Vicente, Otay and El Capitan Reservoirs. In each of these instances Water Department employees continued to provide service unselfishly and without fanfare."

Customer Services representatives staffed the telephones handling customer calls throughout the emergency. Also, Water Department staff distributed bottled water throughout the impacted areas, as well as at the Local Assistance Center in Scripps Ranch.

"We will have staff available to help the families impacted by the fire in any way we can for as long as they need help," said Gardner. "On behalf of all Water Department employees, let me say our hearts and thoughts go out to those who lost loved ones or homes during the fires, and if you need any help, all you have to do is ask."



Despite almost everything around it being singed or burned, miraculously the gas pump station at El Capitan Reservoir survived the fires.

I-Pay on-line system makes paying bills easy

As all Water Department customers now know, the transition from bi-monthly to monthly billing is complete. However, if you don't like writing checks every month, the Water Department now has its on-line payment service, I-Pay, up and running.

By going to the Water Department's web site at www.sandiego.gov/water and clicking on the I-Pay logo, you will be taken directly to the enrollment



page. If you would like to test drive the system first before signing up, just click on the "demo" link and you'll be able to see just how fast and easy I-Pay is.

The only information you'll need to get the process rolling is your Water

Department account number and your checking or savings bank account number (if using a credit union account, please check with your credit union to make sure you have the correct account number for electronic bill payments).

Once enrolled, you'll be able to view and pay your bills securely from your e-mail in-box. Just click and pay, it's that easy and you never have to worry about writing checks or paying for postage again.

Christmas Tree Recycling celebrates 30th year

The City of San Diego Environmental Services Department is hosting the 30th Annual Christmas Tree Residential Recycling Program from Dec. 31, 2003 through January 16, 2004. This year the program will offer 18 drop-off locations for San Diego residents.

Trees collected as fundraising projects or commercial loads will not be accepted at the drop-off locations. These trees can be dropped off free of charge at the Miramar Greenery.

Residents participating in the Christmas Tree Recycling Program should drop off clean trees during daylight hours. Before trees can be dropped off, all tree stands, nails, staples, ornaments and other tree decorations must be removed. Please do not illegally dump non-recyclable items at the drop-off locations.

In addition to clean trees, flocked trees (fake snow) are also accepted. All trees will be recycled into high quality mulch and compost which is available throughout the year to city residents for free at the Miramar Greenery.

Residents who currently receive curbside greenery recycling collection can also recycle their trees through the curbside collection program by placing trees at the curb with the regular greenery recycling. Residents who wish to recycle trees through the curbside recycling program are required to remove all non-recyclable materials before placing trees on the curb.

Due to budgetary limitations, the number of drop-off sites has been reduced this year. The following is a list of this year's drop-off locations:

- **Carmel Valley:** Carmel Valley Recreation Center, 3777 Townsgate Drive, lower parking lot.
- **Clairemont:** Clairemont Mesa Boulevard at Diane Street.
- **Encanto:** Cielo Drive at Woodman Street.
- **Golden Hill:** Golden Hill Recreation Center, 2600 Golf Course Drive.
- **La Jolla:** Soledad Park, Soledad Road, by the cross.
- **Logan Heights:** Memorial Recreation Center, 2902 Marcy Avenue.
- **Miramar:** Miramar Landfill, Convoy Street north of Highway 52.
- **Mission Bay:** Sea World Drive at Pacific Highway.
- **Mission Valley:** Super Target parking lot in Mission Valley Center.
- **Oak Park:** Chollas Lake, 6350 College Grove Drive
- **Ocean Beach:** Robb Field Recreation Center, 2525 Bacon Street.
- **Otay Mesa/Nestor:** Montgomery Waller Community Park (upper and lower-west parking lots).
- **Rancho Bernardo:** RB Rec. Center, 18448 West Bernardo Drive.
- **Rancho Penasquitos:** Canyonside Recreation Center, 12350 Black Mountain Road.
- **San Diego State University:** Parking Lot C off Alvarado Road.
- **Scripps Ranch:** Scripps Ranch Recreation Center, 11454 Blue Cypress Drive.
- **Tierrasanta:** De Portola Middle School, 11010 Clairemont Mesa Blvd.
- **University City:** Swanson Pool, 3585 Governor Drive.

Additional information about residential drop-off sites in the City of San Diego is available by calling the City of San Diego Recycling Hotline at (858) 694-7000. For information on mulch and compost produced at the Miramar Greenery, please call the Miramar Landfill at (858) 573-1418.

Important Water Department numbers



To report a water line break or a sewer overflow	515-3525
To ask a question about your water or sewer bill	515-3500
To find out where you can pay your bill	515-3500
For Water Conservation Program information	515-3500
To establish or cancel water or sewer services	515-3500
To ask about San Diego's drinking water	668-3232
For Lakes Recreation Program information	465-3474
To schedule a presentation through the Speaker's Bureau	533-6638
To ask the location of a City water or sewer line	527-7482
Capital Improvements Projects Hotline	533-4679
San Diego City Lakes Hotline	465-3474
To report water theft from the Water Department	533-4146

(All phone numbers are 619 area code)